



With a diverse membership of more than 150,000, we are one of San Mateo County's largest non-profit Medicare/Medicaid public health plans. For over 35 years we have been committed to ensuring the vision that *Healthy is for everyone*, which goes beyond addressing solely medical needs to include complex quality-of-life issues that impact people's health. Through special programs and community partnerships, we work to provide the right support.

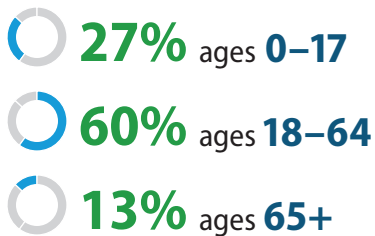
HPSM Healthcare Programs

		Membership*
Medi-Cal	California's Medicaid healthcare plan covering medical services for children and adults with limited income and resources	140,500+
CareAdvantage	A Dual Eligible Special Needs Plan (D-SNP) providing specialized care and wraparound services to people eligible for both Medicare and Medicaid	8,300+
HealthWorx HMO	Coverage for In-Home Support Services providers and eligible employees of the City of San Mateo	1,200+
San Mateo County ACE	Locally funded plan administered by HPSM for low-income adults who do not qualify for other health insurance	1,000+

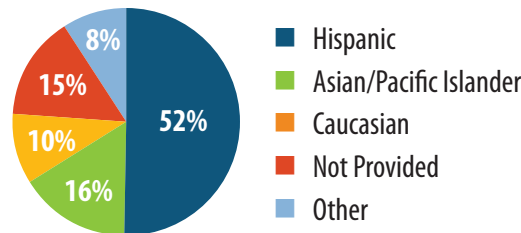
* As of 2/4/25

Our Members

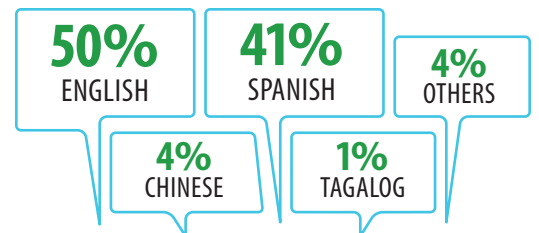
Age Groups



Race & Ethnicity



Preferred Languages



Our Provider Network

25+ hospitals

800+ primary care providers

7,900+ specialty care providers

20+ community health centers

400+ dental providers

300+ behavioral health providers

Investing in San Mateo County's Healthcare System

Strengthening Healthcare in San Mateo County

As part of our strategic investment plan, HPSM has already committed over **\$137 million** from our financial reserves to strengthen member access to care and invest in a resilient, stable provider workforce.

Key Investments Include:

\$130 million to improve access to care by attracting more providers to our network.

Starting in 2025, HPSM will roll out targeted provider rate increases and other supports, including:

- **\$70 million to strengthen access across our network.** HPSM closely monitors our members' access to care through quantitative analysis and real-world feedback. We are implementing rate increases in at-risk access areas to support the providers who have served our members through thick and thin.
- **\$60 million in primary care funding.** Primary care is the foundation of effective healthcare, yet it faces significant workforce shortages, provider burnout and historically inadequate funding. To address these problems, we're rolling out a portfolio of investments including technology subsidies, value-based payment increases, practice coaching support and an innovative provider grant program.

\$7 million to fund the Baby Bonus Program

The San Mateo County Baby Bonus Program is an innovative, locally focused demonstration project focused on understanding the value of cash aid and early childhood supports for new parents. Our Baby Bonus Program takes an integrated approach to supporting families for the first three years of life by piloting and evaluating the impacts of both guaranteed income and coordinated care on mitigating child poverty in our County.

As a non-profit plan accountable to our community, HPSM maintains a prudent level of financial reserves. This ensures we can provide stable, reliable access to healthcare for our members in times of uncertainty. For any reserves above and beyond this minimum level, we invest those dollars back into the long-term health of our community.

35%
of all **healthcare visits** are to
primary care physicians¹

Only **5%**
of all **healthcare spending**
is for primary care¹

18,000
single parent households
are in San Mateo County²

40%
experience persistent
financial insecurity²

¹ National Academies of Sciences, Engineering, and Medicine (2021)

² The Cost of Being Californian 2021: The Insight Center

Integrating Dental into Overall Healthcare

HPSM Dental is California's first and only dental plan for Medi-Cal members that is fully integrated with medical and mental health care benefits. Since launching this pioneering program in January 2022, we've increased utilization by expanding our provider network and service offerings. Learn more at www.hpsm.org/dental.



In 2024

+33% members used dental benefits

+66% dentists have joined our network, growing it to **500+** providers, including **40+** dental specialist groups, **11** oral surgeons and **9** pediatric dental groups

California Advancing and Innovating Medi-Cal (CalAIM)

Supporting the Statewide Medi-Cal Transformation

DHCS's CalAIM initiative is a five-year, multi-system initiative to eliminate health disparities and integrate healthcare services with community services. Looking at San Mateo County's (SMC's) population, we partner with SMC Health and other local health plans to develop shared goals for countywide improvement.

Early Successes

- **HPSM leads California health plans in transitions from hospital and skilled nursing facilities** by ensuring members get services and care coordination following an inpatient stay. Two CalAIM benefits and services are leveraged to assist SMC's Medi-Cal population:
- **Providing post-incarceration support to 2,000+ members eligible for case management** to help them reintegrate into the community by leveraging close ties with SMC's justice system and utilizing real-time data.

200+ members transitioned from Nursing Facility to home or Residential Care Facility for the Elderly

700+ members participated in Care Transitions Services (from hospital to home)

Emerging Programs

- **Developing a network of Doula service providers** to serve prenatal/postpartum members.
- **The new Asthma Remediation Program** eliminates home environment triggers for people diagnosed with asthma. As our 10th Community Support program, this will reduce urgent care and emergency room visits – leading to more cost-effective care and improved patient outcomes.

Complex Care – Made Simple

CareAdvantage by Health Plan of San Mateo

Our Dual Eligible Special Needs Plan (D-SNP) combines Medicare and Medi-Cal into one comprehensive, convenient insurance program. It's specifically designed to meet the unique health needs and life challenges of people 65 and over and those with chronic health conditions. Specialized services include comprehensive care coordination, wraparound services and enhanced benefits. Learn more at www.hpsm.org/careadvantage.

Serving a Diverse Population of More Than 8,600 Members With Complex Health Needs

83% have 3 or more chronic conditions

25% are 65+ and have a disability

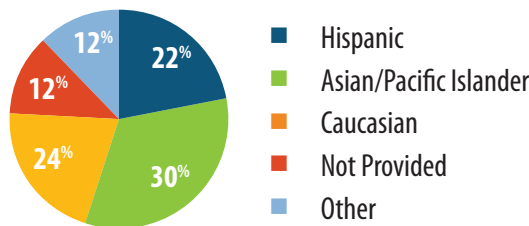
41% are frail, homebound or enrolled in SNF/LTC

90% visited a primary care provider in the last 12 months

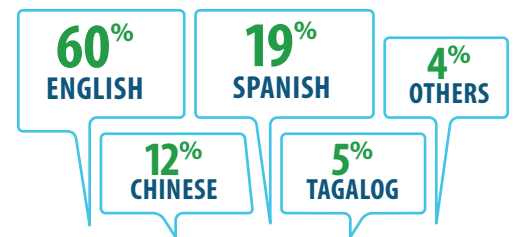
Age Groups



Race & Ethnicity



Preferred Language



It's Not *Just* About Medical Care

As a local healthcare plan, we take an active role in the community we serve. We've built strong, longstanding partnerships with the County's healthcare system and local organizations to ensure our members can get the supports they need to be healthy. **By coordinating with our community partners, we address other issues affecting our members' health with:**



**Plan-managed
oral health care**



**Healthcare
transportation**



**Housing
assistance**



**Legal
advocacy**



**Home-based
services**



**Social
support**